# A Step by Step Guide to Purchasing Tickets Online

*If you need assistance or have questions, our Box Office is available to help. The Box Office Hours of Operation are Tuesday through Saturday noon to 5:30 p.m and two hours before performances. To contact a Box Office representative, please call 360-753-8586 or email boxoffice@washingtoncenter.org (please allow one business day for the Box Office to respond).*

- From www.Olytix.org, click "Buy" next to the event you wish to attend.
  - **Please note**: Our website is not fully compatible with certain browsers (e.g. Internet Explorer). For best results, please use Mozilla Firefox.
  - If you are using a tablet or smart phone, please note that you will be unable to print tickets at home.
- At this step you will have two options for most shows:
  - Select Your Own Seat
  - Best Seat Available

To switch between these options, click on your preferred method in the top right hand corner of the screen.

If you choose **Best Available**:

- ◇ If you have a Promo Code, enter it in the "Promotional Code" box and click "Submit Code."
- ◇ Select the price tier and number of tickets you wish to purchase, then click "Continue."

If you choose **Select Your Own Seats**:

- ◇ This option brings up a picture of the venue for you to select the seats you prefer.
  - ◇ To move between sections of the theatre (e.g. Orchestra, Loge, Mezzanine, and Balcony), select the section you wish to view using the drop-down menu at the top left corner of the map.
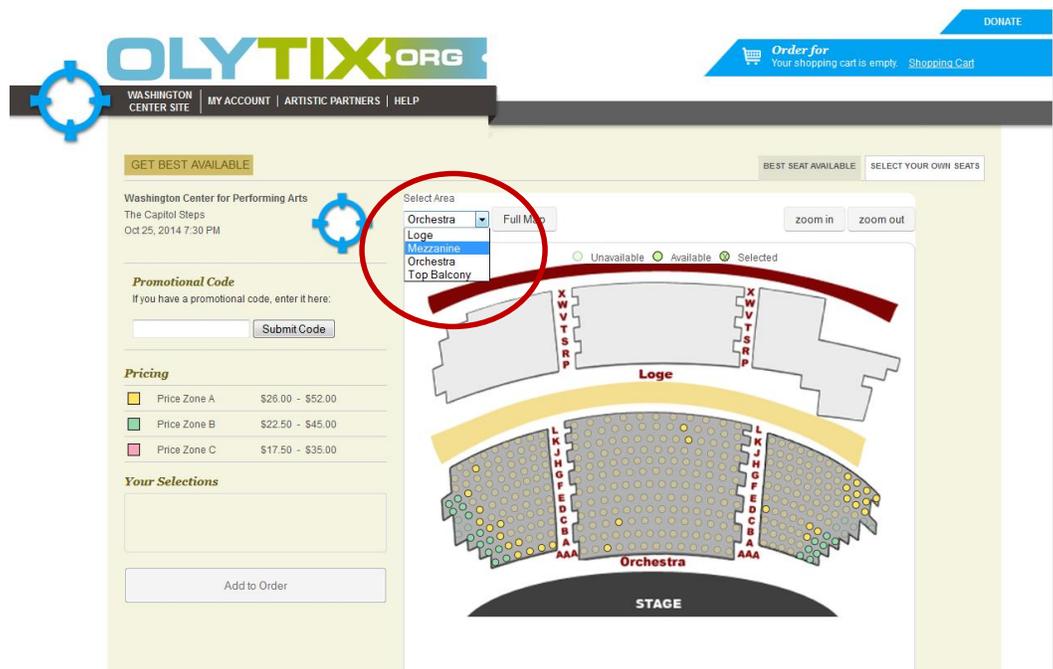


- ◇ Any seat that is in grayed-out, is unavailable.
  - ◇ If you have a Promo Code, please enter it in the "Promotional Code" box and click "Submit Code."
- ◇ Click on the seat you wish to select.
- ◇ From here, a menu will pop up with the price type options for that seat (e.g. Adult, Senior, Student, Military, or Youth).
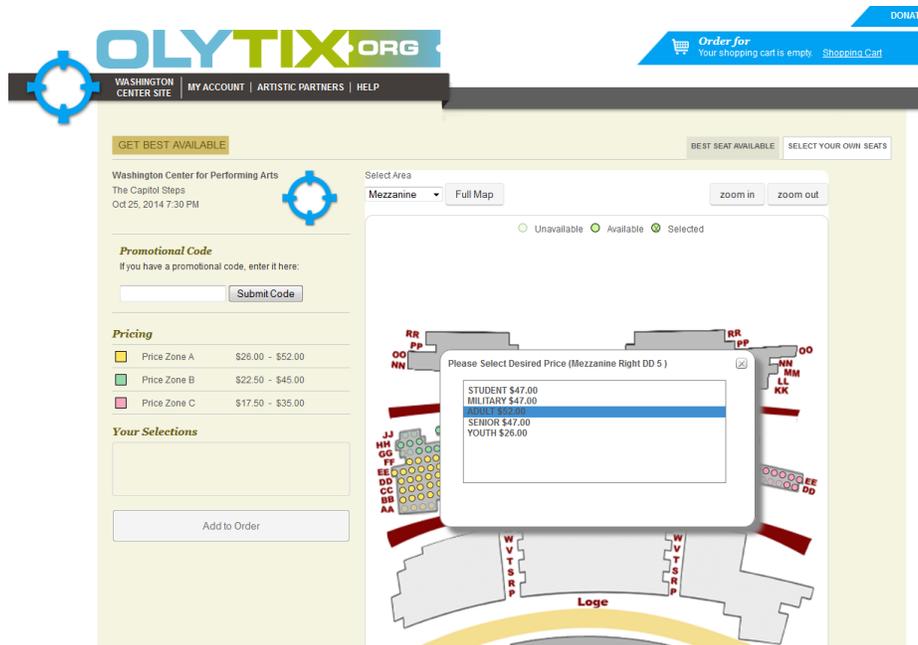
- Confrim your choice by clicking on the desired price type, and your seat will be added to the box "Your Selections."
- Continue this process until you have selected all the seats you wish to purchase.

For General Admission shows, select the type and number of tickets you wish to purchase and click "Continue."
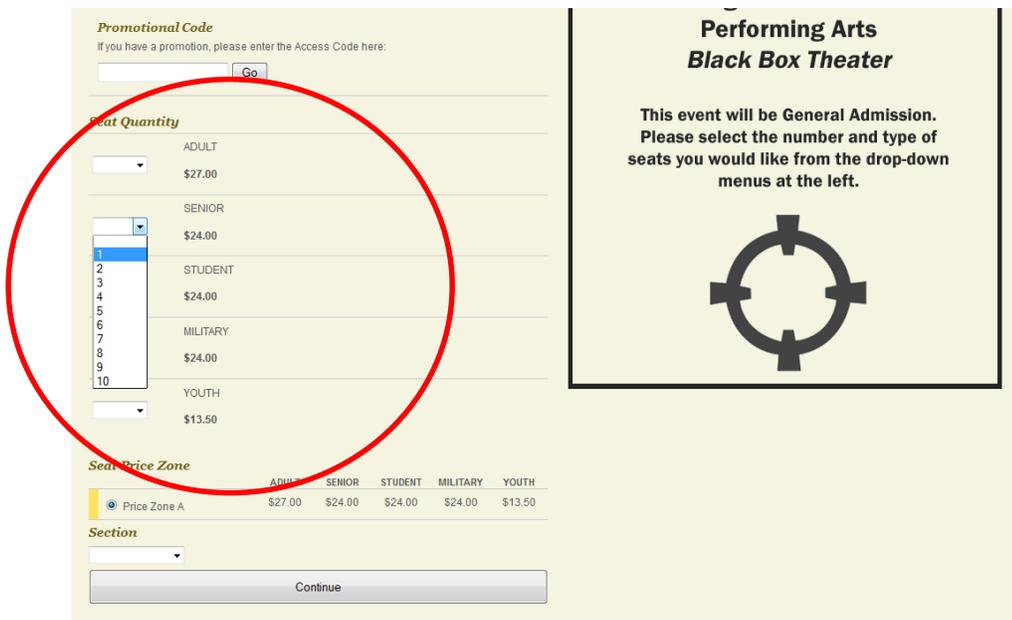
- Once you have selected all the shows you wish to purchase, click "Add to Order" to add seats to your shopping cart.
- If you wish to add seats to another show, click the Olytix.org logo, choose another show, and follow the above steps.
- At this point you will be prompted to log-in or create an account if you haven't already.
    - Your user name is typically your full email address (e.g. firstlastname@gmail.com).
        - If you need to recover your username or your email address does not work to recover your password, please contact the Box Office at 360-753-8586.
    - If you cannot remember your password, select "forgot password" and follow prompts.
    - If you do not have an account, start a new account by clicking "Start Now" and filling in the fields provided.
- Once you have logged in, you can select your preferred delivery method.

**DELIVERY METHOD**

*Please select a delivery method.*

| Delivery Method | Amount | Description |
|---|---|---|
| ○ Donation | N/C | Donation |
| ○ Print at Home | N/C | Print at Home |
| ◉ Will Call | N/C | Will Call |

[Back]  [Continue]

- **If you are using a mobile device or tablet, please select either Will Call or Mail**.
    - If the show is less than seven days away, the option to mail tickets will not be available.
- Next, complete the required fields to complete your transaction and click "buy."
    - Credit card expiration dates should be entered in the following format: MMYY (e.g. February, 2015 would be entered as 0215).
- If your chosen delivery method was "Print at Home," click "Download Tickets" at this point.
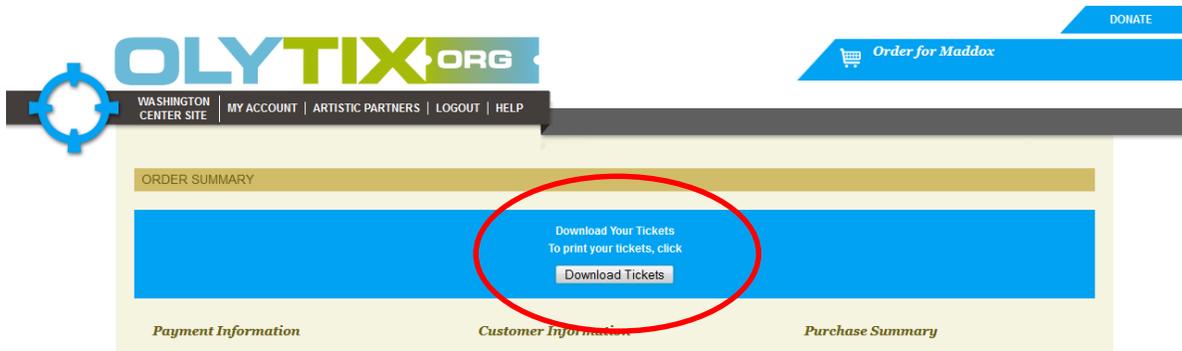
- ◇ How the download appears on your computer will vary depending on the operating system and browser you are using.
    - ◇ Below is an example of how the download appears, using Mozilla Firefox on a Windows operating system:
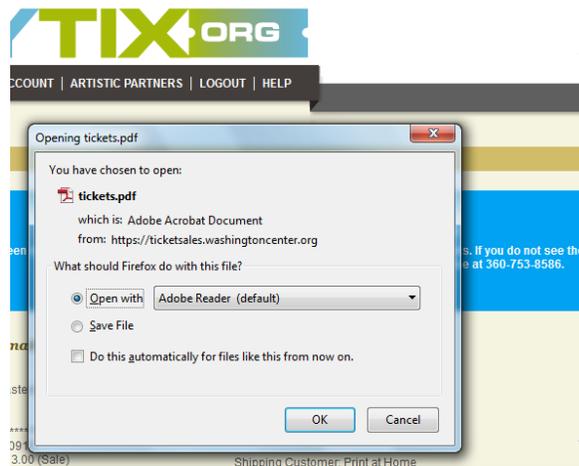


    - ◇ If you do not get a pop-up to open the PDF, check the download folder on your computer for the download of the PDF.
    - ◇ If you are unable to locate the PDF of your tickets, please contact the Box Office at 360-753-8586, and we can print your tickets to Will Call for you.
- ◇ Congratulations, your order is complete! You will receive an order confirmation email from boxoffice@washingtoncenter.org.  If you do not receive an order confirmation email, please contact the Box Office at 360-753-8586 to confirm that your order was processed.